Dispute – Kiple Wallet

Kiple Support

Received Dispute from Kiple Support team which related to top up/payment

→ Payment → **Refer Settlement process slide #9**

End

Update kiple support team

Top up

⬦ Finance verify the transactions

Successful →

Failed

Finance

Inform Kiple Support team

Process refund to user once get users complete information from Kiple Support Team

Bank

Wallet
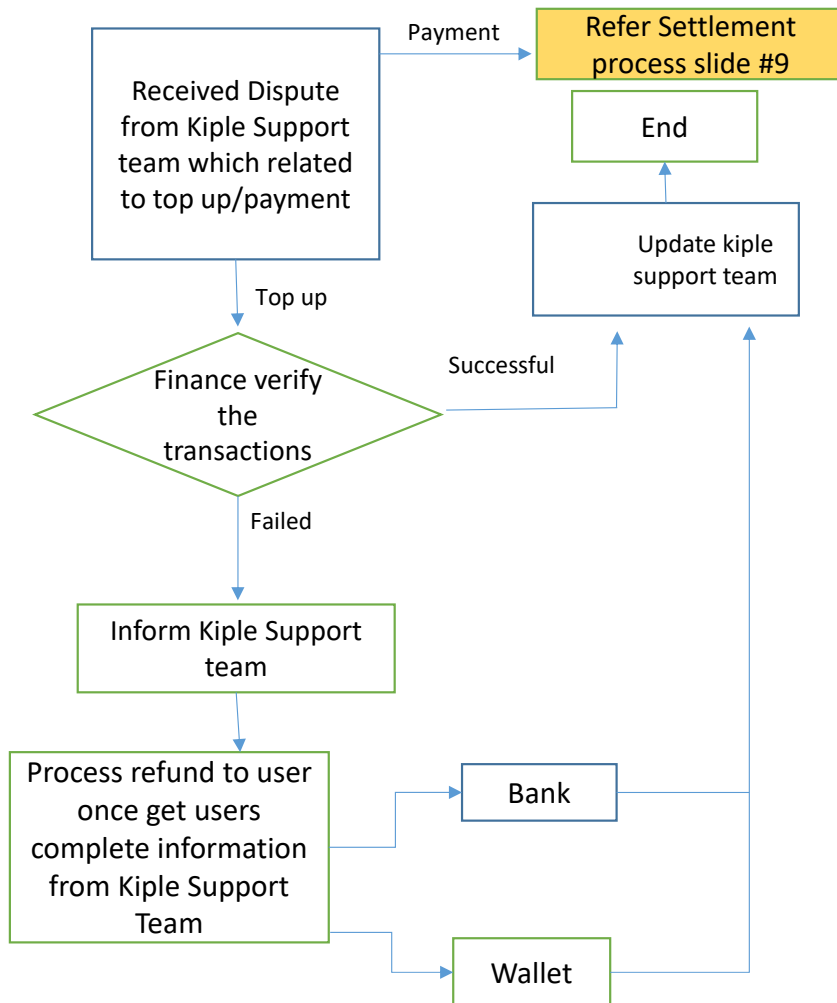
1) Finance team received dispute issue from Kiple Support team.
2) Then Finance will verify the transactions.
3) If top up transaction failed in webcash and money has been credited to Kiple bank account, then Finance team need to process refund.
4) Once Finance completes the refund, Finance will update Kiple support team.